

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION  
QUEUEING USING ROUTING AND ESCALATION RULES  
Serial No.: 09/895,456 Filed: June 29, 2001  
Examiner: Marie C. Ubiles Group Art Unit: 2151  
Docket No.: SBL0012US

Austin, Texas  
March 22, 2005

MAIL STOP AMENDMENT  
COMMISSIONER FOR PATENTS  
P. O. Box 1450  
Alexandria, VA 22313-1450

**PETITION FOR EXTENSION OF TIME**

Dear Sir:

Applicant(s) respectfully petition(s) for a one-month extension of time within which to respond to the November 22, 2004, outstanding Office Action, such extension allowing the undersigned until March 22, 2005, to respond.

Please charge the amount of \$120.00 as set forth in the enclosed transmittal letter.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on March 22, 2005.

*[Signature]*  
Attorney for Applicants

3/22/05  
Date of Signature

Respectfully submitted,

*[Signature]*  
Samuel G. Campbell III  
Attorney for Applicants  
Reg. No. 42.381

03/29/2005 SFELEKE1 00000029 502306 09895456

01 FC:1251 120.00 DA